

# U.S. MISSION, PAKISTAN - EMBASSY ISLAMABAD

## VACANCY ANNOUNCEMENT NUMBER: 13-88

<b>OPEN TO:</b>	All Interested Candidates	<b>OPENING DATE:</b>	May 29, 2013
<b>POSITION:</b>	<b>Telephone Operator</b> , FSN-4; FP-AA*	<b>CLOSING DATE:</b>	June 11, 2013
<b>POSITION No:</b>	I-55894		
<b>WORK HOURS:</b>	Full-time; 40 hours/week (nights, weekends and holidays on a rotational basis)		
<b>SALARY:</b>	*Not-Ordinarily Resident: US\$24,518 p.a. (Starting salary) (Position Grade: FP-AA to be confirmed by Washington) *Ordinarily Resident: Rs.470,075 p.a. (Starting salary) (Position Grade: FSN-4)		

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Islamabad is seeking an individual for the position of Telephone Operator in the Information Management Office.

### BASIC FUNCTION OF POSITION:

Incumbent is responsible for providing telephone services to the entire mission. Incumbent operates the sole central telephone switchboard on rotational basis. Incumbent answers all incoming phone calls promptly, and routes them to the concerned person. Incumbent places long distance telephone calls for all mission personnel and VIP delegations, and maintains a log of such calls for accounting purposes. Performs other related duties as assigned by the supervisors.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office.

### REQUIRED QUALIFICATIONS:

NOTE: *All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.*

- 1. EDUCATION:** Completion of ten years of education is required.
- 2. EXPERIENCE:** Two years of experience related to receiving and forwarding the telephone calls is required.
- 3. LANGUAGE:** Level III (Good Working Knowledge) Reading/Writing/Speaking English and Level IV (fluent) Reading/Writing/Speaking Urdu is required. Language skills may be tested.
- 4. KNOWLEDGE:** Incumbent should have a thorough understanding of offices and the switchboard operations. Incumbent must have the knowledge of local telephone company (PTCL) and regulations regarding its telephone services offered. Thorough understanding of country dialing sequences, country code, area codes and access code for cell phone companies is required.
- 5. SKILLS & ABILITIES:** Incumbent must have basic computer skills (MS Office Suite).

**SELECTION PROCESS:**

When equally qualified, U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

**ADDITIONAL SELECTION CRITERIA:**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Applicants for the position must meet the required qualifications as advertised in the vacancy announcement. Trainee level(s) may be established below the full performance grade level listed if not fully qualified.
5. Current employees who have voluntarily reassigned/promoted from one position to another are not eligible to apply for six months from the effective date of the reassignment/promotion.
6. Current employees who have received any job related training are not eligible to apply in another section/agency for six months from the effective date of the training.
7. Candidates need to indicate on the Application for Employment if any family member is working in the U.S. Mission, Pakistan and, if so, in which section.
8. U.S. Mission Pakistan will not bear any travel expenses for testing, interviews, pre-employments clearances (if selected) or relocating for joining.

**TO APPLY:**

Interested applicants must submit their duly completed [DS-174](#) (Application for Employment as LE Staff). Application should be forwarded on the following mailing address. Applicants should clearly mark the position title or/and vacancy announcement number they are applying for on the envelope. Applications can also be submitted by email at [PakJobs@state.gov](mailto:PakJobs@state.gov). While submitting through email, the Vacancy Announcement Number (e.g. 13-88) must be mentioned in the subject line.

**SUBMIT COMPLETED DS-174 TO:**

**Human Resources Office, U.S. Embassy Islamabad  
P.O. Box 1048, GPO, Islamabad.**

Incomplete applications or submissions received after the closing date will not be considered. Please do not attach any document with your application at this stage. Only those candidates meeting all the requirements will be contacted for their test/interview. To review all advertised positions, please visit Embassy website [http://islamabad.usembassy.gov/employment\\_opportunities.html](http://islamabad.usembassy.gov/employment_opportunities.html).

**DEFINITIONS:**

1. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has the required work and/or residency permit for employment in country.
2. Not-Ordinarily Resident (NOR): Typically NORs are US citizen EFMs (Eligible Family Members) and family members of United States Government personnel who are on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

**CLOSING DATE FOR THIS POSITION: June 11, 2013**

U. S. Mission, Pakistan is an equal opportunity employer. All applicants will receive consideration without regard to race, color, religion, gender, national origin, disability, age, sexual orientation, social status, or political ideologies/affiliation.